

Letter of Explanation

RE: Patent #5,971,242

I attempted several times to use my credit card to pay my patent maintenance fees on 10/25/2011. I received the same message numerous times stating that there was a "Server Error" and that I should verify my card information. (see exhibit)

After receiving the "Server Error" message many times, I called the USPTO to find out what the issue was. I told them I needed to pay my maintenance fees and that I kept getting the same message. They told me there must be a problem with the system and that I could keep trying the same thing. They told me that if it still did not work that I should fax my credit card information using the Maintenance Fee Transmittal Form and the Credit Card Payment Form.

After trying the system over and over again, I faxed the Maintenance Fee Transmittal Form and the Credit Card Payment Form. I checked my account balance each day to see if the amount had been withdrawn. Because the funds had not been withdrawn, on 10/28 I called again to make sure that my fax had been received. I was told by Anisha that it takes 3-5 days to process and she told me that they had received my forms.

You can imagine my distress when I received Notice of Non-Acceptance of Patent Maintenance Fee dated 10/27 and postmarked 10/28. I called the USPTO at the number on the notice and I believe I spoke with Michael Bangura. He told me I could petition to reinstate.

It took me several trips to my bank to find out what happened. After much investigation at and by my bank and a change of bank managers-- the new VP/client services manager explained to me that their system had denied the charge for \$2,440 even though I had more than sufficient funds to cover that amount. Their explanation was that they have a daily limit for a maximum credit card charge as a protection against fraud. I have attached a letter of explanation from the new bank manager dated 12/22.

This had never been explained to me at any time. I have made credit card charges in excess of this amount in the past and have never had this experience before.

I took more than reasonable care to ensure that the fee would be paid timely and am filing this petition promptly after I was able to determine what had happened at my bank.

- 1) The USPTO system gave me a Server Error message and to verify my card information-- it didn't tell me that my bank had denied the charge in error.
- 2) When I called the USPTO for help, the representative did not tell me that my bank had denied the charge, they said they was a system problem and they told me to fax in the credit card information.
- 3) The USPTO did not inform me there was a problem with my credit card. My phone number and fax number are on the credit card form.



RE: Patent #5,971,242

- 4) My bank did not inform me that my charges were limited by an amount other than the funds I have available.
- 5) My bank did not let me know that a credit card charge was being denied. They did not contact me to get my approval. They only found the facts after quite a bit of searching at my request.

I believe that I made more than reasonable efforts to ensure timely payment of the patent maintenance fee. If I had been informed at any of my attempts that the bank had declined the charge, I would and could have called my banker to have the bank make the necessary arrangements to approve the charge.

I respectfully request that my patent be reinstated. I have included a check for \$2,440 and a separate check for \$700 fee for reinstatement. I also request that I not be charged the additional \$700 fee because of the extenuating circumstances.

Please contact me by email or phone if you need further information.

Respectfully submitted,

Linda J. Anderson, Patentee

linda@kangaring.com

602-679-9123





Camelback Office 2777 E Camelback Rd Suite 100 Phoenix, AZ 85016 Tel. 602.224.5800

December 22, 2011

Linda Anderson 3311 E Oregon Ave Phoenix, AZ 85018 JAN 17 2012
OFFICE OF PETITIONS

Re: Debit card 000001658

Dear Ms. Anderson,

I am responding to your inquiry regarding a debit card transaction that was declined on 10/25/2011 and 10/27/2011 in the amount of \$2440.00. According to our records the transaction was declined as a result of exceeding an internal fraud detection limit. This is called our CNP limit or card not present limit. This is set at a lower amount than your standard debit/POS transaction limit in order to deter fraud from occurring when a transaction is attempted without actually swiping the card.

The only way you would have known that the transaction was denied was from the merchant as it did not hit an overdraft report on the Bank end. We have access to denial reports but only monitor them when an issue arises as a result of a declined transaction or possible fraud transaction. It is used mostly as a research tool in the event of such an occurrence.

If you need any additional information or have further questions please contact me at (602) 224-5800.

Regards,

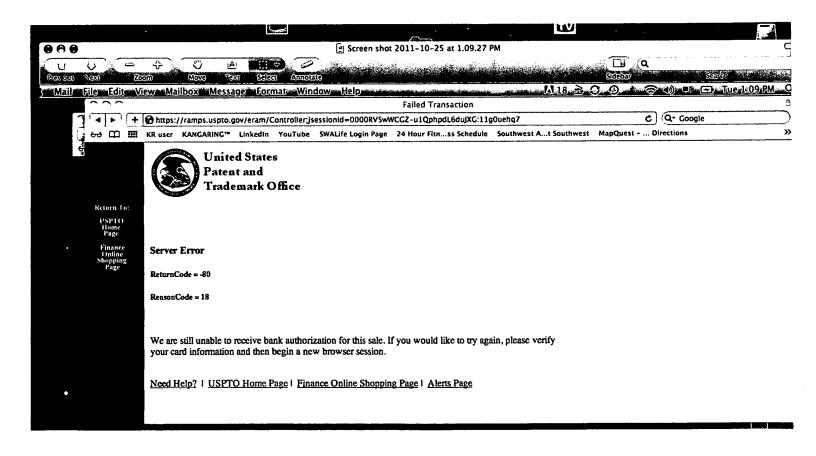
Tricia Blaylock
VP/Client Services Manager
Sunrise Bank of Arizona
2777 E Camelback Rd Ste 100
Phoenix, AZ 85016
(602) 224-5800

Member FDIC



Screen Shot of "Server Error"

RE: Patent #5,971,242



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1	10/28/11	ACH Debit		90.01	-	3,232.25
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Linda J Anderson

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/ Sunday, November 13 2011

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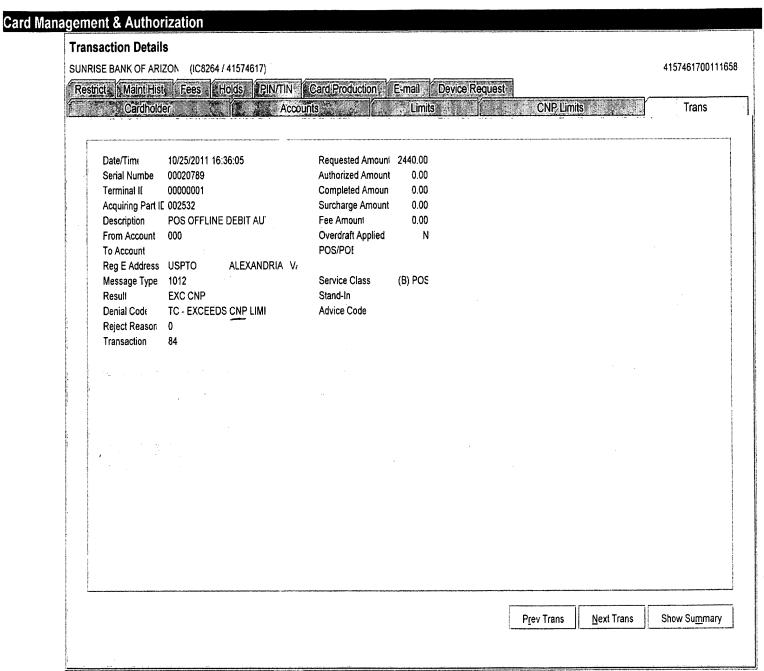
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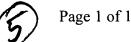




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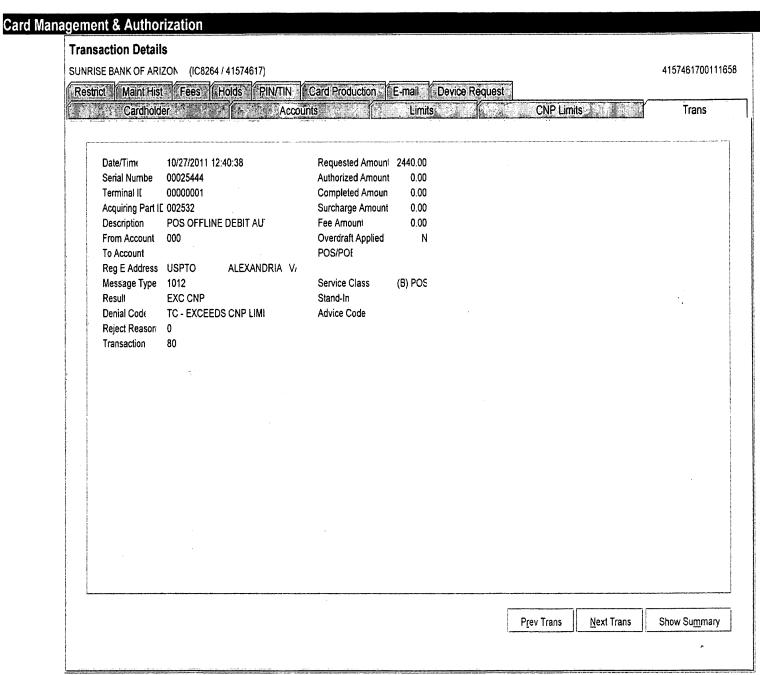
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CMA Applications





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Alexandria, VA 22313-1450
www.uspto.gov

LINDA J. ANDERSON 3311 E. OREGON AVENUE PHOENIX, AZ 85018

October 27, 2011

NOTICE OF NON-ACCEPTANCE OF PATENT MAINTENANCE FEE

NOTICE OF NON-ACCEPTANCE OF F	AIEM MAINTEN
REGARDING PATENT NUMBER: 5971242 Payment Amount Received: \$ 2,440.00 Payment Year 11.5 (e.g., 3.5, 7.5, 11.5) PAYMENT RECEIPT DATE 10/26/2011 (Mailroom Date Stamp)	PAYMENT STATUS: No charge was applied to your credit card account.
Your payment was not accepted for the following reason((s):
☐ 1. The maintenance fee for the above-identified patent was prev☐ Information regarding the previous payment is stated in item.	
 ∑ 2. The patent expired on 10/26/2011 See "Patent Expiration of the above-identified patent on 10/26/2011 See "Patent Expiration of the above-identified patent on 10/26/2011 See "Patent Expiration of the above-identified patent on 10/26/2011 See "Patent Expiration of the above-identified patent of the patent of t	on" section below. to 37 CFR 1.362(d), the payment window will open e and any required surcharge for the above-identified d. h 37 CFR 1.366(d), the reissue patent number and reissue cation numbers, and was not specially accepted. es. No maintenance fees are due on utility patents filed tents or on plant patents. See 37 CFR 1.362(a) and (b). Expiration" sections below do not apply.
Resubmitting Maintenance Fee Payment The six (6) month "grace period" for paying the maintenance fee for ends on In addition to the maintenance fee of \$ the 6 month "grace period" is required to include a surcharge of \$ To avoid patent expiration, the maintenance fee plus any required all of the indicated reason(s) for payment non-acceptance and must period" ends. Send by facsimile to the Office of Finance, Maintenfollowing address: Mail Stop M Correspondence, Director of the to the attention of the individual who has signed below.	surcharge must be resubmitted in a manner that rectifies to be filed on or before the date the 6 month "grace"
Patent Expiration The date the six (6) month "grace period" ends becomes the expir amount for paying the maintenance fee is not filed in the USPTO be reinstated if a petition as set forth in 37 CFR 1.378 is granted. number 5 or 6 above is the only reason indicated for payment non accepted if resubmitted with a petition as set forth in 37 CFR 1.37 If you have any questions regarding this Notice, contact the Office of Fir Please ask for the individual who has signed below. Michael Bangura (571) 272-6365	If the above-identified patent has expired and reason acceptance, it is possible that the payment may be 17, rather than 37 CFR 1.378.
Printed Name of USPTO Representative	to change If you are making a payment, visit the www.uspto.go
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NOTE: All USPTO fees (including patent maintenance fees) are subject to change. If you are making a payment, visit the www.uspto.gov website or contact the Office of Finance to verify the amount due on the date payment is to be made. A maintenance fee payment can be timely made using the certificate of mailing or transmission procedure set forth in 37 CFR 1.8.

PTO/SB/45 (03-09)

Approved for use through 03/31/2012. OMB 0551-u018
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Address to: Director of the United States Patent and Trademark Office Attn: Maintenance Fee 2051 Jamieson Avenue, Suite 300 Alexandria, VA 22314 - OR -	I hereby certify that the States Posial Service addressed to "Director Maintenance Fee, 20: on	with sufficient po	estage as first tates Patent a enue, Suite 3	and Trademark 00, Alexandria	Office, Aun. , VA 22314"			
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Number Number [e.g., 06/555,55]	(37 CFR 1.20(e)-(9) Column 3	Column 4	3.5 yrs	7.5 yrs	11.5 yrs			
1 597/242 0893992	7 2365.00	15,00						
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Subtotals: Columns 3 & 4 2365.00 75.00 additional sheets attached for listing additional patents. Total Payment 2440.00 WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on Form PTO-2038.								
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This collection of information is required by 37 CFR 1.388. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 5 minutes to complete, including process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 5 minutes to complete, any comments on the gathering, preparing, and submitting the complete application form to the USPTO. Time will vary depending upon the individual case. Any comments on the gathering, preparing, and submitting the complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA. 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Director of the United States Patent and Trademark Office, Attn: Maintenance Fee, 2051 Jamleson Avenue, Suite 300, Alexandria, VA 22314. If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2. VA 22314.

Privacy Act Statement

The Privacy Act of 1974 (P.L. 93-579) requires that you be given certain information in connection with your submission of the attached form related to a patent application or patent. Accordingly, pursuant to the requirements of the Act, please be advised that: (1) the general authority for the collection of this information is 35 U.S.C. 2(b)(2); (2) furnishing of the information solicited is voluntary; and (3) the principal purpose for which the information is used by the U.S. Patent and Trademark Office is to process and/or examine your submission related to a patent application or patent. If you do not furnish the requested information, the U.S. Patent and Trademark Office may not be able to process and/or examine your submission, which may result in termination of proceedings or abandonment of the application or expiration of the patent.

The information provided by you in this form will be subject to the following routine uses:

- 1. The information on this form will be treated confidentially to the extent allowed under the Freedom of Information Act (5 U.S.C. 552) and the Privacy Act (5 U.S.C 552a). Records from this system of records may be disclosed to the Department of Justice to determine whether disclosure of these records is required by the Freedom of Information Act.
- 2. A record from this system of records may be disclosed, as a routine use, in the course of presenting evidence to a court, magistrate, or administrative tribunal, including disclosures to opposing counsel in the course of settlement negotiations.
- 3. A record in this system of records may be disclosed, as a routine use, to a Member of Congress submitting a request involving an individual, to whom the record pertains, when the individual has requested assistance from the Member with respect to the subject matter of the
- 4. A record in this system of records may be disclosed, as a routine use, to a contractor of the Agency having need for the information in order to perform a contract. Recipients of information shall be required to comply with the requirements of the Privacy Act of 1974, as
- 5. A record related to an International Application filed under the Patent Cooperation Treaty in this system of records may be disclosed, as a routine use, to the International Bureau of the World Intellectual Property Organization, pursuant to the Patent Cooperation Treaty.

 6. A record in this system of records may be disclosed, as a routine use, to another federal
- agency for purposes of National Security review (35 U.S.C. 181) and for review pursuant to
- 7. A record from this system of records may be disclosed, as a routine use, to the Administrator, General Services, or his/her designee, during an inspection of records conducted by GSA as part of that agency's responsibility to recommend improvements in records management practices and programs, under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall be made in accordance with the GSA regulations governing inspection of records for this purpose, and any other relevant (i.e., GSA or Commerce) directive. Such disclosure shall not be used to make determinations about individuals.
- 8. A record from this system of records may be disclosed, as a routine use, to the public after either publication of the application pursuant to 35 U.S.C. 122(b) or issuance of a patent pursuant to 35 U.S.C. 151. Further, a record may be disclosed, subject to the limitations of 37 CFR 1.14, as a routine use, to the public if the record was filed in an application which became abandoned or in which the proceedings were terminated and which application is referenced by either a published application, an application open to public inspection or an
- 9. A record from this system of records may be disclosed, as a routine use, to a Federal, State, or local law enforcement agency, if the USPTO becomes aware of a violation or potential violation of law or regulation.



hax

TO:

Date: 10/26/11

3311 E. Oregon Avenue Phoenix, AZ 85018 T 602-679-9123 F 877-550-6783 linda@kangaring.com

From: Linda Anderson

Number of pages including cover:

Regarding: Potent Maintenance Fee

Transmittel Form

Credit Card Payment

Linda Anderson

PTO/SB/66 (03-09)

Approved for use through 03/31/2012. OMB 0651-0016

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number

PETITION TO ACCEPT UNINTENTIONALLY DELAYED PAYMENT OF MAINTENANCE FEE IN AN EXPIRED PATENT (37 CFR 1.378 (c))	Docket Number (Optional)
	RECEIVED
Mail to: Mail Stop Petition Commissioner for Patents P.O. Box 1450	JAN 1 7 2012
Alexandria, VA 22313-1450 Fax: (571) 273-8300	OFFICE OF PETITIONS
NOTE: If information or assistance is needed in completing this form, please contact Petitions	Information at (571) 272-3282.
Patent No. 5,971,242 Application Number 0893	
Issue Date 10/84/1999 Filing Date 1/29/1997	
CAUTION: Maintenance fee (and surcharge, if any) payment must correctly identify: (1) the preissue patent number, if a reissue) and (2) the application number of the actual L reissue application) leading to issuance of that patent to ensure the fee(s) is/are a correct patent. 37 CFR 1.366(c) and (d).	
Also complete the following information, if applicable	
The above – identified patent	T)
Is a reissue of original Patent No. original issu	e date 2012 JAN 10
original application number	1 2 5 5 5 T
original filing date	110
resulted from the entry into the U.S. under 35 U.S.C. 371 of international ap	oplication PH 4: 15
filed on	
CERTIFICATE OF MAILING (37 CFR 1.89(a))	
I hereby certify that this paper (*along with any paper referred to as being attached or enclosed) United States Postal Service on the date shown below with sufficient postage as first class main Mail Stop Petition, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, or fa U.S. Patent and Trademark Office on the date shown below.	is being deposited with the in an envelope addressed to csimile transmitted to the
Date 23/// Signature /// L/WDA J AND Typed or Printed Name of Person	me JAndeux
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[page 1 of 3]

This collection of information is required by 37 CFR 1.378(c). The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 1 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, Virginia 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Mail Stop Petition, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450

1. SMALL ENTITY								
Patentee claims, or has previously claimed, small entity status. See 37 CFR 1.27.								
2. LOSS OF ENTITLEMENT TO SMALL ENTITY STATUS								
Patentee is no longer entitled to small entity status. See 37 CFR 1.27(g)								
3. MAINTENANCE FEE (37 CFR 1.20(e)-(g)) The appropriate maintenance fee must be submitted with this petition, unless it was paid earlier.								
	Amount	Fee	(Code)	Amount	Fee	(Code)		
	\$	3 ½ yr fee	(1551)	\$	3 ½ yr fee	(2551)		
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	\$	11 ½ yr fee	(1553)	Z \$ 3345 0	20 11 ½ yr fee	(2553)		
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	Pleas	se charge Deposit Accour	nt No.	the sur	n of \$			
Payment by credit card. Form PTO-2038 is attached.								
	-							
6. AUTHORIZATION TO CHARGE ANY FEE DEFICIENCY								
The Director is hereby authorized to charge any maintenance fee, surcharge or petition deficiency to Deposit								
Account No. please coll 603-619-4123 to authorge								
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	7. OVERPAYMENT						
	OR .	As to an	y overpayment made please				
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	8. STAT	EMENT					
		The dela	ay in payment of the maintenance fee to this patent was unintentional.				
			S) REQUEST THAT THE DELAYED PAYMENT OF THE MAINTENANCE FEE BE ACCEPTED AND THE NSTATED				
		:	Signature(s) of Petitioner(s) India January Date 12/3/// Typed or printed name(s) LINDA TAWDERS Registration Number, if applicable				
			Telephone Number 602-679-9123				
			Address 3311 E OREGONAVENUE PHOENIX, A 2 9508 Address				
		37 CFR practice	1.378(d) states: "Any petition under this section must be signed by an attorney or agent registered to before the Patent and Trademark Office, or by the patentee, the assignee, or other party in interest."				
	ENCLO	SURES					
			Maintenance Fee Payment				
	`	A X	Surcharge under 37 CFR 1.20(i)(2) (fee for filling the maintenance fee petition) Letter of Explanation				

RECEIVED

JAN 17 2012

OFFICE OF PETITIONS

	Stale Date Paid in Full	Signature Post Dated	This check is being	Check Rejection Notice
1.D. No.	Other	☐ Pavee ☐ Guarantee Amount	This check is being returned for the following reason:	Date - 9-12
03/27-9000	ME 24900	Weeker of C.	B	

